

MADERA COUNTY

SUPERVISING COMMUNICATIONS DISPATCHER

DEFINITION

Under general direction, to supervise, assign, coordinate, review, and participate in the work of staff responsible for providing Sheriff's Department emergency communications operations, functions, and activities; to receive and transmit radio and telephone communications; to dispatch law enforcement and other public safety personnel; and to do related work as required.

SUPERVISION EXERCISED

Exercises technical and functional supervision over lower level staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Supervises, assigns, coordinates, reviews, and participates in the work of staff responsible for providing Sheriff's Department emergency communications operations, functions, and activities; provides supervision and training to assigned staff; assigns and evaluates staff work; ensures adherence to appropriate policies and procedures; provides assistance with the most difficult and complex emergency communications functions and activities; oversees and participates in the preparation, completion, and maintenance of a variety of records and reports; prepares reports and necessary correspondence; maintains specialized information and records required by Department functions; assists with budget development, preparation, and expenditure control; coordinates work assignments with other County departments, divisions, or functions; participates in the interviews and selection of Dispatch staff; responds to and resolves complaints and inquiries from the public; performs the full range of Communications Dispatcher duties; receives emergency calls from the public requesting law enforcement or other emergency services; obtain critical information including names, addresses, telephone numbers, complaints, and location of crimes, accidents, and service requests; determine nature, priority, and location of emergency; alert and dispatch emergency units as necessary and in accordance with established procedures; uses telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies; receives calls and relays information to other local County departments including Animal Control and Roads; receives non-emergency telephone calls; responds to routine requests for information from the public; takes messages for department personnel; maintains contact with all units on assignment; maintains status and location of law enforcement units; provides information and assistance to units at on-scene locations when requested; secure emergency assistance from other agencies and services including ambulances, utilities, and the coroner's office as requested; verifies warrant and record data; performs master street address and phone number searches; provides information to other law enforcement agencies including warrant abstracts; maintains tapes on master recording equipment; searches master recordings for needed information; greets and responds to public inquiries at Department counter; operates a variety of modern office and specialized communications equipment including CLETS system, radios, and teletype machines.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Operations, functions, services, and activities of an emergency communications program.
Principles of budget development, preparation, and expenditure control.
Principles of supervision, training, and performance evaluation.
Standard radio broadcasting and dispatch procedures and rules.
Local geography of the County including streets, public buildings, landmarks, businesses, medical facilities, and community centers.
Pertinent Federal, State, and local laws, codes, and regulations including codes and FCC regulations regarding transmission and reception of public safety radio traffic.
Operation and uses of the California CLETS system.
Principles and procedures of record keeping.
Principles and practices used in dealing with the public.
English usage, spelling, grammar, and punctuation.

Skill to:

Operate modern office equipment including computer equipment.
Operate emergency dispatch and communications equipment including radio, telephone, and teletype equipment.

Ability to:

Supervise, assign, coordinate, and review the work of staff providing Sheriff's Department communications and dispatching functions.
Assist with the development and preparation of the assigned budget and control of expenditures.
Supervise, train, and evaluate assigned staff.
Interpret, apply, and explain the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions including penal, vehicle, and law enforcement codes.
Work well under pressure, exercise good judgment, and make sound decisions in emergency situations.
Quickly obtain critical information and prioritize calls.
Handle multiple concurrent tasks and manage priorities.
Effectively communicate with and elicit information from upset and irate citizens.
Interact effectively and sensitively with individuals from diverse backgrounds.
Maintain confidentiality of sensitive information.
Maintain records and prepare reports.
Represent the Department effectively and courteously with the public.
Communicate clearly and concisely, both orally and in writing.
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Madera County
Supervising Communications Dispatcher (Continued)

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Three years of increasingly responsible emergency communications experience equivalent to a Communications Dispatcher I/II with Madera County.

Training:

Equivalent to the completion of the twelfth grade. Course work in business, communications, or a related field is desirable.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in an office environment with the ability to sit, stand, walk, kneel, stoop, twist, and lift 20 lbs.; availability for shift work.

Effective Date: May, 1995